TESTINGMIND

Aligning Your Company and Your QA Team: One group's approach

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Los Angeles
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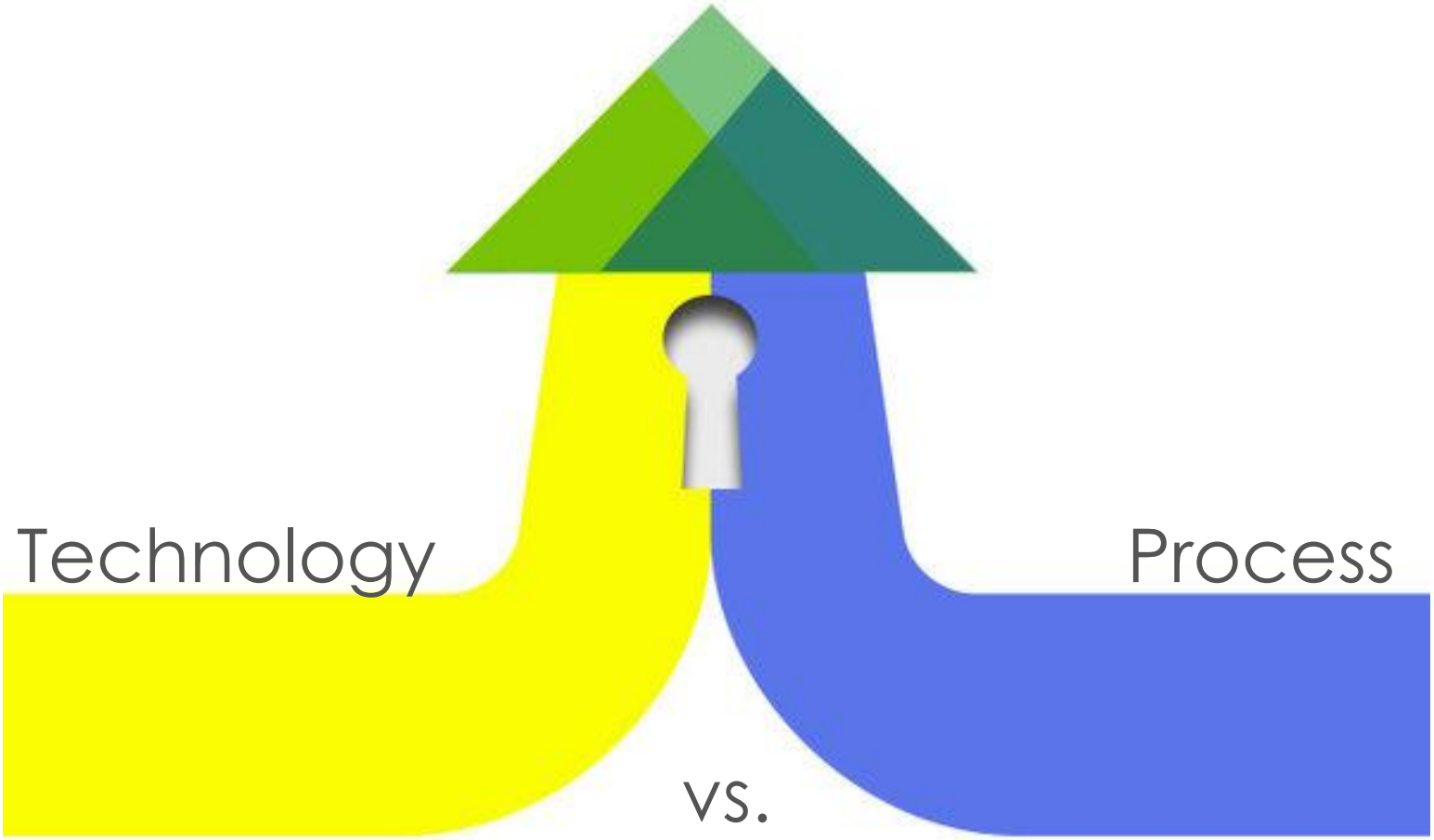

Technology
Process
vs.

"How soon can you finish testing?"

"That's not a real bug."

"We have surprise code you need to test .. right now."

"We don't have time to do testing"

"How did QA miss this bug?"

"You're worried about nothing. We don't need to check that."

Cause: Lack of Alignment

Visibility:

People see what the QA team is testing

Influence:

QA team can affect design, dev, deployment

Magicians

"Everything should go through QA"

- Low Visibility
- Low Influence

Gatekeepers

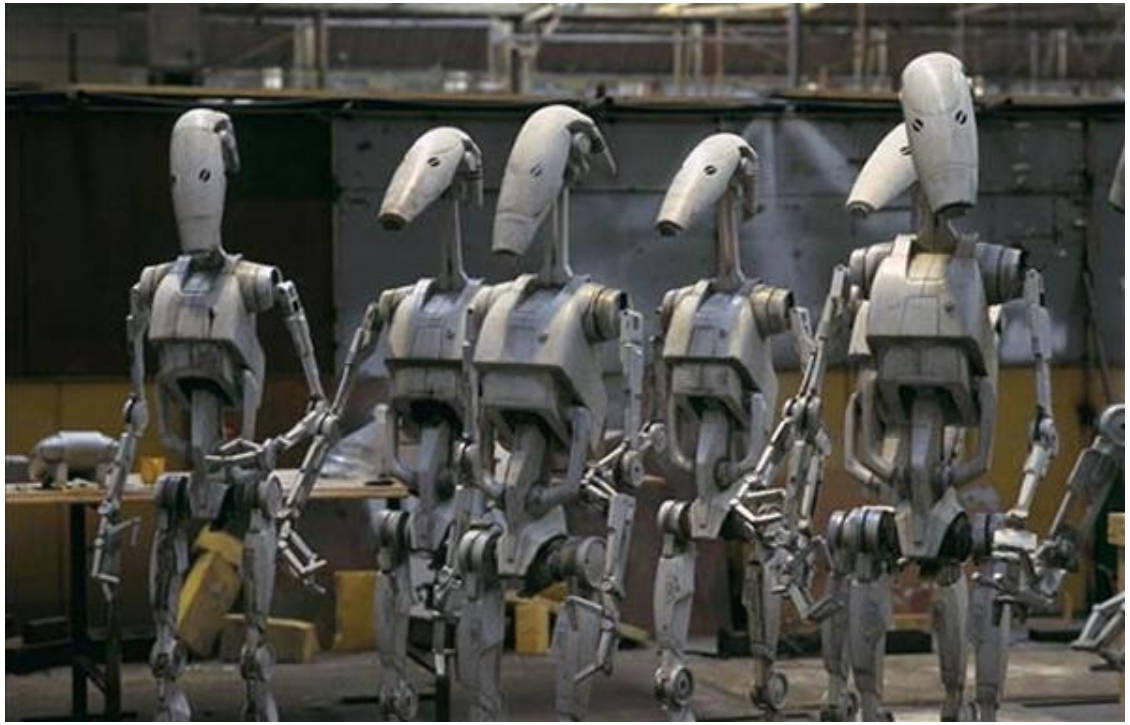
"Every release must be approved by QA"

Low Visibility

High Influence

Robots

"We only need QA for testing"



High Visibility

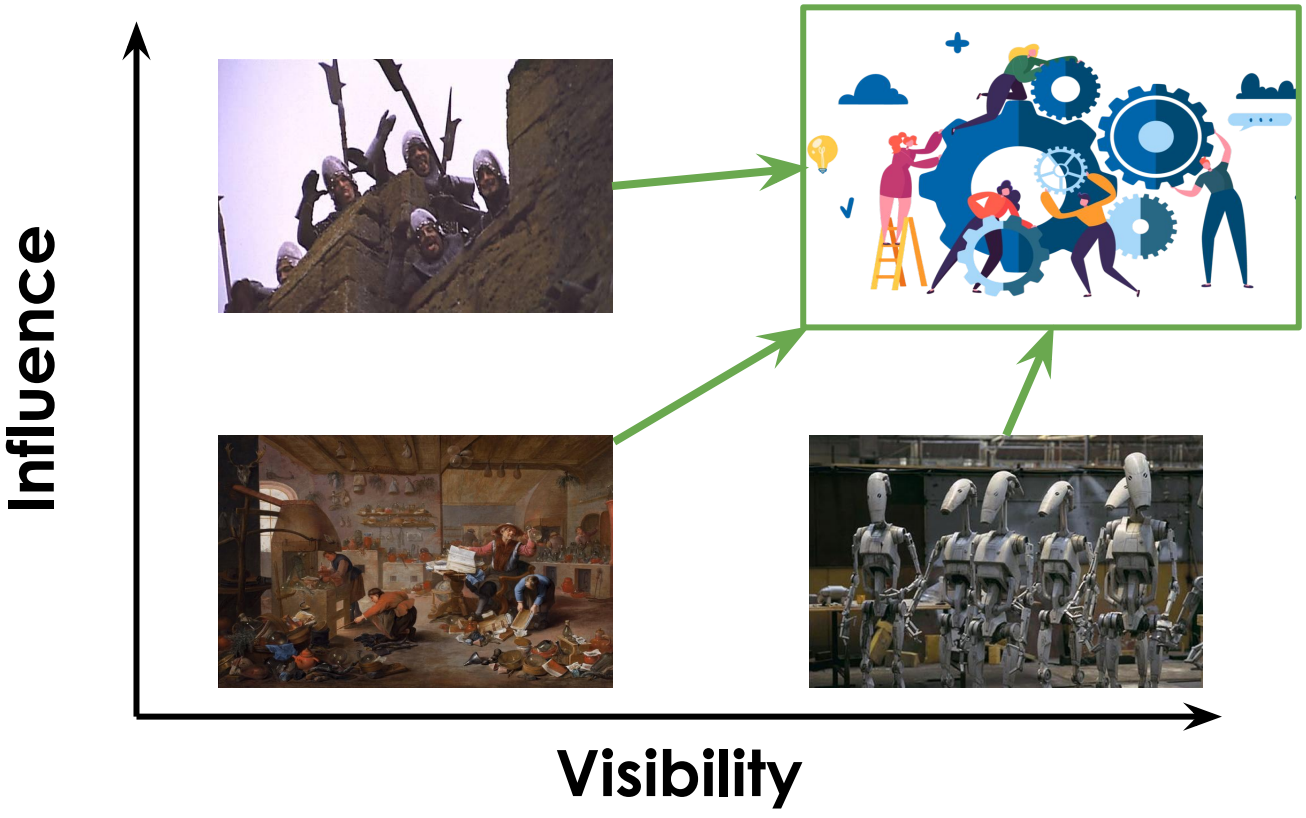
Low Influence

Partners

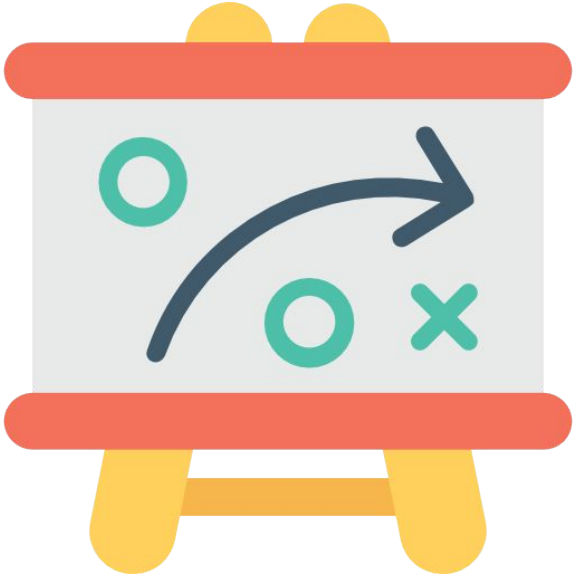
"QA should contribute to the entire process"

- High Visibility
- High Influence

Our Goal



Action Strategy



1. Define Mission
2. Identify activities
3. Build Buy-In
4. Sustain & Improve

Build Mission Statement

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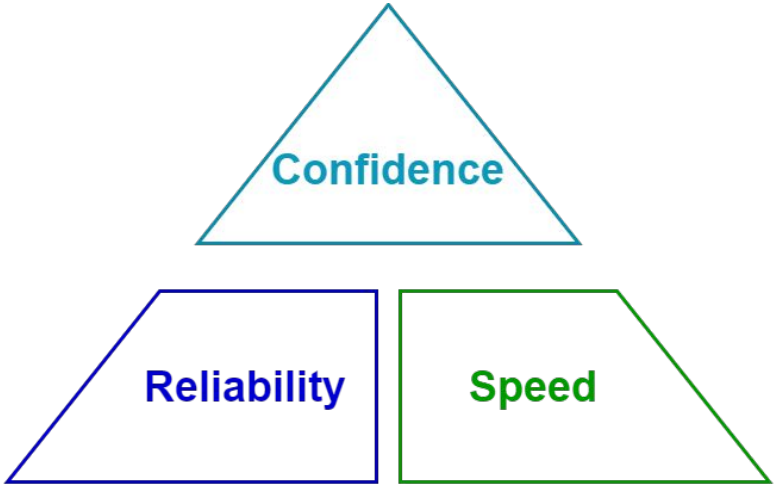
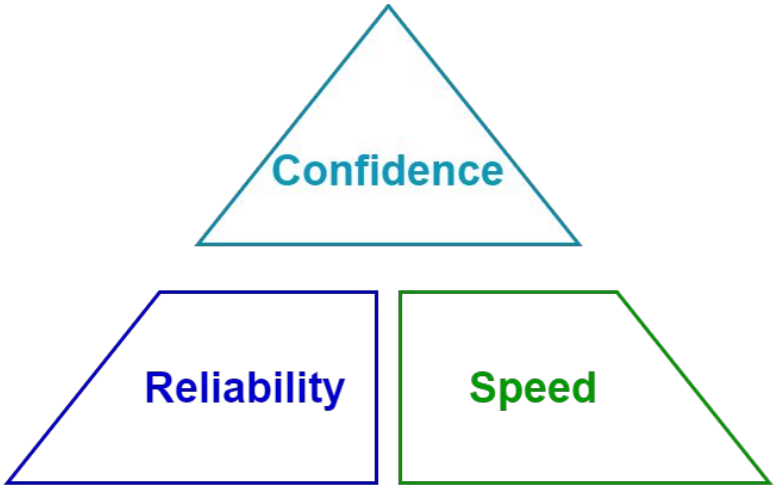
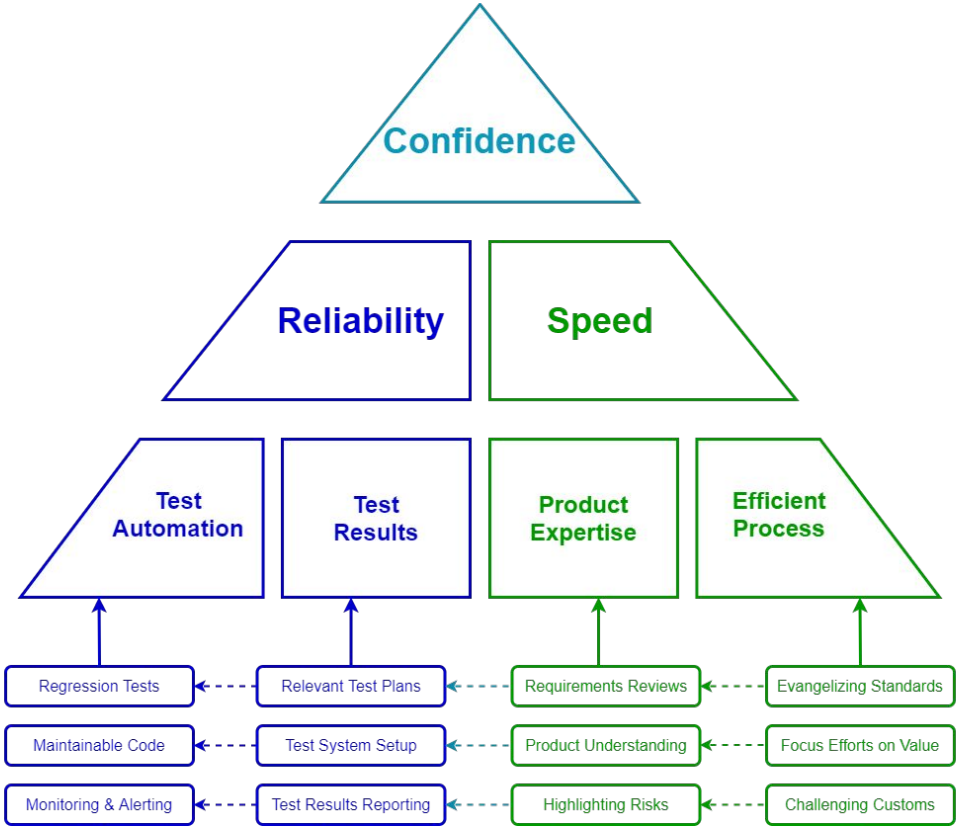


Build Mission Statement



*"Provide **confidence** that we are **quickly** building **reliable** software."*

Break Apart Activities



Evangelize Aligning Activities

Improve *Visibility*

Publish Test Plans

Report Test Results

Vocalize Risks

Improve *Influence*

Story Standards

Requirements Reviews

Acceptance Reviews

Buy-In Building Techniques

Internal Buy-In

Team presentation

Integrate feedback

⭐ **Listen** ⭐

External Buy-In

Benefits Focused

Bottom Up …

… Top Down

Sustaining & Improving

Sustaining:

- Documentation Culture
- Radiate from QA team
- Frequent contact with peers

Improving:

- Actively Seek feedback
- Rollback failed ideas quickly
- Apply "Agile Process" to improving process

Broad Highlights

- Better Alignment reduces friction
- Alignment = Visibility + Influence
- Mission statement focuses plans
- Ensure your team members are heard